

# TRUST IN PARTNERSHIPS

The difference that makes the difference



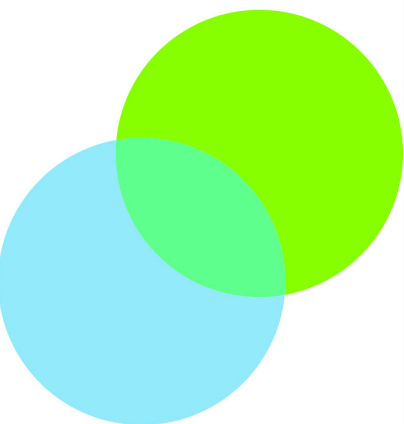
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## You wouldn't knit one this shape would you?

A phrase often employed by a former boss of mine when commenting upon a situation that had occurred

I think this describes 2020 quite nicely, don't you? Yet in spite of all the difficulties and challenges, many businesses faired well and weathered the storm valiantly.

As we (Dave and I) reacquainted ourselves at the start of 2020, with the Contact Centre market, it was evident that they were entering a period of unprecedented change, and in the most part, change that many were unprepared for.



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As Covid sent us home to work, the business world entered a difficult period, Especially where they remained with legacy technology that did not afford them a remote working option easily or quickly.

Staff shortages and technology limitations spilt over into serious customer affecting territory, as we sought out answers and responses from our suppliers.

Queuing time became a massive talking point and I even saw professional rugby players taking to social media, to competitively share screenshots of their mobiles comparing seriously long wait times

## Enter start-up

Sometimes without expecting it, you can find yourself in the right place at the right time.

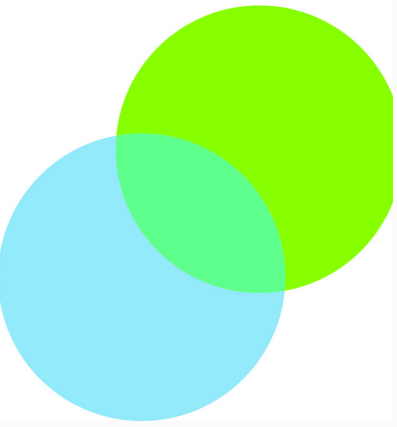
Koopid's digital conversation orchestration platform helps in the following ways:

- Meet your customers on their channels of choice
- Enable self-serve through AI-powered conversation
- Deploy quickly with a simple to use, no-code solution hosted in AWS
- Overlay and integrate into legacy Contact Centre without the need to RIP and REPLACE
- Reduce customer wait times by adding alternative DIGITAL channels and self-service
- Reduce customer friction. Koopid is a single persistent conversation with your customer

## And there's more

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# Introducing Squirrels




Screen Mirroring + Digital Signage  
Everything you need to love your screens.



Share device screens in any room and bring powerful digital signage to every display.

Wireless collaboration technology for homes, schools and businesses.



Wireless collaboration technology for homes, schools and businesses.

As always - we are open to your call or inquiry -  
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